

*J. FW*

PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)	
	)	
<b>McIlwaine et al.</b>	)	Confirmation No. <b>8142</b>
	)	
Serial No.: <b>10/785,543</b>	)	Art Unit: <b>2642</b>
	)	
Filed: <b>February 24, 2004</b>	)	Examiner: <b>Benny Quoc tieu</b>
	)	
For: <b>Method and System for Delivery</b>	)	
<b>of Individualized Training to</b>	)	
<b>Call Center Agents</b>	)	

**INFORMATION DISCLOSURE STATEMENT**

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
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Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,

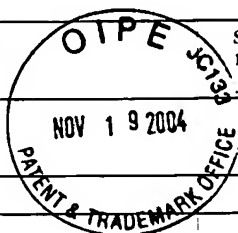
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K&S Docket: 07117.105018 US CON  
3625818

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on November 17, 2004.

  
Robert T. Neufeld, Reg. No. 48,394

FORM PTO-1449, Adapted

**LIST OF INFORMATION DISCLOSED BY APPLICANT***(Use several sheets if necessary)*ATTY. DOCKET NO.  
07117.105018 US CONSERIAL NO.  
10/785,543FILING DATE  
February 24, 2004APPLICANT  
McIlwaine et al.GROUP  
2642**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
AA						
AB						
AC						
AD						
AE						
AF						
AG						
AH						
AI						
AJ						
AK						

**FOREIGN PATENT DOCUMENTS**

DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.
AL				
AM				

**OTHER REFERENCES** *(Including Author, Title, Date, Pertinent Pages, Etc.)*

AN	Knowlagent; Knowlagent r7 Capabilities and Technologies Overview; June 10, 2004; pp. 1-20
AO	Knowlagent; Marketing document from website; www.knowlagent.com; (August, 2004)
AP	
AQ	

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.